



# **Richardson Projects Ltd - Resident Satisfaction Survey**

Richardson Projects is the contractor working on behalf of your landlord to complete the essential refurbishments on your home. You probably know the contractors as workmen who have been present in and around your neighbourhood recently. Your comments are important to us, therefore in order to help us to improve our levels of customer service, we would ask you to please take some time to fill in the following questionnaire which should take you no longer than 5 minutes.

**All completed questionnaires will be entered into a prize draw.  
Draw to take place by the end of the scheme.**

Please read the questions below and circle your answers on the scale of 1 - 5 (1 = not satisfied and 5 = very satisfied).

### **Before the work to your home began:**

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 1. How punctual were Richardson Projects in keeping appointments?  | 1 | 2 | 3 | 4 | 5 |
| 2. How polite and professional were Richardson Projects staff and contractors?                             | 1 | 2 | 3 | 4 | 5 |
| 3. Please rate the level of notice given by Richardson Projects of the starting date of work to your home? | 1 | 2 | 3 | 4 | 5 |
| 4. Please rate the level of information about the colour and pattern choices available to you?             | 1 | 2 | 3 | 4 | 5 |
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### **During the work to your home:**

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 5. Were the workmen you encountered polite and professional?       | 1 | 2 | 3 | 4 | 5 |
| 6. Were the workmen punctual & flexible when working on your home? | 1 | 2 | 3 | 4 | 5 |
| 7. Did the workmen leave your home clean and tidy?                 | 1 | 2 | 3 | 4 | 5 |
| 8. Was your home left secure at the end of each day?               | 1 | 2 | 3 | 4 | 5 |
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### **After the work was completed on your home:**

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 9. How satisfied were you with the quality of the work carried out?                              | 1 | 2 | 3 | 4 | 5 |
| 10. Did you experience any problems in the new work after the contractor had finished?           | 1 | 2 | 3 | 4 | 5 |
| 11. If there were any problems with the new work, how quickly did the contractor attend to this? | 1 | 2 | 3 | 4 | 5 |
| 12. When the contractor finished work on your property, were there any items still outstanding?  | 1 | 2 | 3 | 4 | 5 |

Do you have any other suggestions or comments about how Richardson Projects could improve our service to our

customers?

Name: \_\_\_\_\_ Address: \_\_\_\_\_

Please detach and return to:  
Richardson Projects' Resident Liaison Officer

